



Arkansas Department
of Workforce Services



Find out more about careers and educational information at
WWW.DISCOVER.ARKANSAS.GOV



careerwatchar

Skills for Success



Top 15 knowledge domains

Top 15 content skills

Top 15 generalized work activities

Soft skills

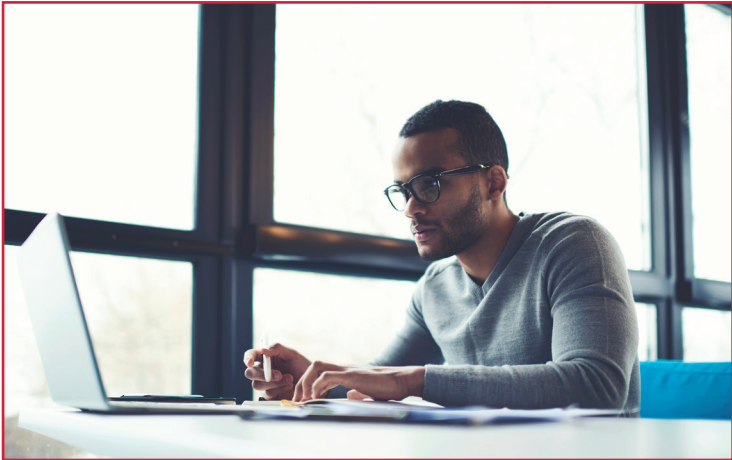
Hard skills

How to succeed at work

Hard Skills vs. Soft Skills

Hard Skills

Hard skills are specific, quantifiable skills such as writing, mathematics, reading, the ability to use a computer, etc. These skills are able to be defined and measured, unlike soft skills. Hard skills can be improved upon through specific training and studying and are often specific to the particular occupation in which a person seeks. These skills will help a person get the job done efficiently and effectively, thus being valuable to succeed in the workforce, specifically in the job field in which one chooses. There are many ways to improve on hard skills, whether it is studying through text, watching tutorial videos or taking classes.



Soft Skills



Unlike hard skills, soft skills are difficult to quantify and are less tangible skills, but that does not take away their effectiveness in the workplace. Soft skills include skills such as listening, problem solving, teamwork, workplace etiquette, personal skills, work ethic, and much more. Soft skills are less concrete, making them a bit more difficult to improve upon, but that is not to say there is no hope. Soft skills may take longer to develop than hard skills, and often take a lot of work to personally master, but if one is dedicated, he or she can focus on being more confident and communicative in the workplace, making them a more viable candidate for nearly any job.

Skills projections are based on two factors: Occupational projections and O*NET skills data. When a skill is determined by the U.S. Department of Labor to be moderately important and moderately required for an occupation, that occupation’s projections are factored into the skills projections. Projections are calculated for content skills, generalized work activities, and knowledge domains. The tables in this publication show the top 15 for each type of data set. All projections are ordered by the number of total job openings in the 2017-2019 projection period.

Life Goals

Setting short- and long-term goals for yourself in the workplace and in life is essential in motivation and seeing your progress as you navigate through your career and through life. Ask yourself questions about where you want to be at certain stages in your life and in your career. The spaces below allow you to write out your aspirations to make them more tangible and more concrete, and it will allow you to make your goals more “real.” Take a few minutes to jot down your career and life goals in the spaces provided below.

Where do you hope to see your career in the next six months? _____

Where do you hope to see your life in the next six months? _____

Where do you hope to see your career in five years? _____

Where do you hope to see your life in five years? _____

Where do you hope to see your career in ten years? _____

Where do you hope to see your life in ten years? _____

What are your overall career goals? _____

What are your overall life goals? _____

Succeed at Work Today

It’s very important to take a long-term approach to your career and professional success. At the same time, it is crucial to remember that your most important job is the one you have right now. You set yourself up for success later by succeeding at work today. These tips are about how to do just that.

Act Self-Employed

Wouldn’t it be great if you were your own boss? Well, in a way, you are. Even if you work at a huge company owned by somebody else, you are ultimately responsible for your own boss - the CEO of ME INC. But all bosses have customers. And your number one customer is your supervisor. To succeed in the world of work, YOU MUST DECIDE to keep your customers happy. The buck stops with you.

Concrete Steps

- Define your “ME INC.” What kinds of products or services do you provide? What kind of reputation do you want to have with customers?
- Decide and write down your long-term goals. What do you want to be doing five and ten years from now? How do you get there? (Hint: Great customer service is a must.)

Be a Team Player

Even though you are thinking of yourself as self-employed, you’re not a solo artist. You’re working on a team with many other people who are the CEOs of their own “ME INC.” Learn their names. Learn the team culture. Make friends. Build trust. Show empathy. Speak and communicate honestly and plainly. Find ways to make your teammates look good. Being a team player will strengthen your “ME INC.” brand.

Concrete Steps

- Get to know your teammates. Ask them questions. Rely on their expertise. It makes them feel important (and they should because they are). BUT...
- DON’T dump your work on your teammates. They’re there to help you do your job better, not to do it for you.
- Next time a boss tells you “good job” on a project, say thanks, but also pay it forward by telling your boss what a great job your teammates did.

Develop Personal “Soft” Skills

Broadly speaking, “soft skills” are skills you need, whatever your job. Most of the skills are common sense. Listen closely to what your boss and your teammates say, and ask questions. Communicate clearly. Encourage people. Appreciate the diversity of your team. Manage conflict. Serve your customers. Be professional. Show up on time. Organize your work and plan well. Bring solutions to your boss, not just problems. Be friendly.

Concrete Steps

- Introduce yourself to someone you don’t know with a smile and a firm handshake.
- Set your morning alarm early enough so you have plenty of time to get ready for work without having to rush.
- Pick a problem at work to solve or a process to improve, come up with a solution or improvement, get your boss’ approval if you need it, and then EXECUTE.

Never Stop Learning

No more teachers, no more books, right? WRONG! The key to succeeding at work is to learn from day one at your job and continue learning for as long as you’re there. Almost every job requires you to learn new equipment, new policies, and much more. Improve your skills and uncover new ones: How to serve your customers better; How to manage your time better; How to be more productive; How to communicate better. Seize those opportunities.

Concrete Steps

- Pick a skill that you want to strengthen (like public speaking or carpentry or writing), do some research, and plan to get trained in that skill.
- Learn the big picture: What the top leaders at your company really want to accomplish, and how your job fits into that vision. Then, do it.

Top 15 Content Skills

(Learned capabilities that allow workers to master and perform the specific activities of their jobs)

Skills	Job Demand	Definition
Active Listening	57,495	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Speaking	55,450	Talking to others to convey information effectively.
Reading Comprehension	26,097	Understanding written sentences and paragraphs in work-related documents.
Social Perceptiveness	24,665	Being aware of others’ reactions and understanding why they react as they do.
Service Orientation	15,686	Actively looking for ways to help people.
Monitoring	14,645	Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
Writing	14,405	Communicating effectively in writing as appropriate for the needs of the audience.
Critical Thinking	14,172	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Coordination	12,908	Adjusting actions in relation to others’ actions.
Instructing	12,264	Teaching others how to do something.
Judgment and Decision Making	9,419	Considering the relative costs and benefits of potential actions to choose the most appropriate one.
Learning Strategies	8,391	Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
Time Management	4,895	Managing one’s own time and the time of others.
Repairing	4,449	Repairing machines or systems using the needed tools.
Equipment Maintenance	4,279	Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Top 15 Generalized Work Activities

(The types of tasks that are common to many jobs)

Skills	Job Demand	Definition
Getting Information	168,205	Observing, receiving, and otherwise obtaining information from all relevant sources.
Communicating with Supervisors, Peers, or Subordinates	153,266	Providing information to supervisors, co-workers, and subordinates by telephone, in written form, email, or in person.
Making Decisions and Solving Problems	95,402	Analyzing information and evaluating results to choose the best solution and solve problems.
Interacting with Computers	86,960	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
Performing for or Working Directly with the Public	83,100	Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
Organizing, Planning, and Prioritizing Work	68,872	Developing specific goals and plans to prioritize, organize, and accomplish your work.
Documenting/Recording Information	63,862	Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
Identifying Objects, Actions, and Events	58,045	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
Establishing and Maintaining Interpersonal Relationships	57,319	Developing constructive and cooperative working relationships with others, and maintaining them over time.
Updating and Using Relevant Knowledge	50,950	Keeping up-to-date technically and applying new knowledge to your job.
Assisting and Caring for Others	42,297	Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
Performing General Physical Activities	37,327	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
Evaluating Information to Determine Compliance with Standards	36,601	Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
Monitor Processes, Materials, or Surroundings	36,216	Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
Communicating with Persons Outside Organization	35,782	Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources.

Top 15 Knowledge Domains

(Learned sets of facts and standards required by many work situations)

Skills	Job Demand	Definition
Customer and Personal Service	121,816	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
English Language	50,717	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Administration and Management	25,618	Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
Clerical	22,550	Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
Education and Training	15,430	Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
Psychology	13,278	Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
Sales and Marketing	12,799	Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
Medicine and Dentistry	11,472	Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventative health-care measures.
Mechanical	11,333	Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
Building and Construction	10,591	Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
Mathematics	7,284	Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
Production and Processing	6,807	Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
Computers and Electronics	6,336	Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
Public Safety and Security	4,980	Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state or national security operations for the protection of people, data, property, and institutions.
Economics and Accounting	3,911	Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.